

## ADMINISTRATIVE SPECIALIST II

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **JOB OBJECTIVES**

To perform a variety of administrative support duties of moderate complexity requiring knowledge of the work unit, its procedures and operating details; to provide information to citizens and the general public; to receive and direct telephone calls and visitors; to receive, route and distribute incoming and outgoing mail; to maintain a variety of files and records; and to perform a variety of administrative support duties relative to assigned area of responsibility using independent judgement.

### **SUPERVISION EXERCISED AND RECEIVED**

Receives general supervision from higher level management or supervisory staff.

### **DISTINGUISHING CHARACTERISTICS**

This is the journey level class within the Administrative Support series. Employees within this class are distinguished from the Administrative Specialist I by the performance of the full range of duties and thorough knowledge of the assigned work environment. Employees at this level receive only occasional instruction or assistance as new or unusual work situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions may be filled at the Administrative Specialist I level for training purposes with eligibility to promote to the Administrative Specialist II upon successful completion of the probationary period.

### **ESSENTIAL JOB FUNCTIONS**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

1. Perform a variety of administrative support tasks in assigned department or division; areas of responsibility include, but are not limited to, receiving and processing correspondence, maintaining records and files, and related administrative support areas.
2. Type, proofread and word process a variety of correspondence, letters, forms and documents from rough draft, verbal instruction or dictation; compile data and prepare various reports.
3. Receive, process and enter timesheet information into computerized systems; log sick, vacation and personal holiday time.
4. Collect and process over-the-counter or phone-in registrations for various City programs or permits; enter program information into automated system; issue transfers and refunds; maintain a system of registration forms.
5. Provide front counter assistance; screen office visitors and provide information within area of assignment; respond to requests for information and distribute appropriate forms or applications; accept applications and payments; receive building plans and route as appropriate; issue permits.
6. Register and make reservations for City classes and recreation programs; collect fees; check daily deposits; enter membership data into computer system.
7. Answer multi-line telephone and route calls to appropriate personnel; provide information on departmental and City services, policies and procedures as required.

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8. Maintain accurate and up-to-date files and records for assigned areas; monitor various logs, accounts and files for current and accurate information.
9. Receive, sort and distribute incoming and outgoing mail and correspondence; copy and distribute as requested.
10. Type and distribute purchase orders; enter data into computer; log purchase orders, invoices and cash receipts; balance petty cash.
11. Maintain inventory of forms, office supplies and other general supplies for assigned department; order supplies as needed.
12. Operate a variety of office equipment including a typewriter, calculator, switchboard, copier, facsimile machine, adding machine, cash register or computer.
13. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

Modern office procedures, methods and equipment, including computers and supporting word processing and spreadsheet applications.  
English usage, spelling, grammar and punctuation.  
Methods and techniques of proper phone etiquette.  
Principles and practices of customer service.  
Methods and techniques of compiling and formatting data and information.  
Principles and procedures of filing and record keeping.  
Basic principles of business letter writing.  
Operations, services and activities of assigned department or division.  
Basic mathematical principles.  
Pertinent Federal, State and local codes, laws and regulations.

**Ability to:**

Perform the full range of administrative duties in assigned department or division.  
Process registrations, permit applications and other requests specific to department operations.  
Effectively respond to requests and inquiries from the general public.  
Interpret and explain City or department policies and practices.  
Prepare a variety of reports and correspondence.  
Type and/or enter data on a computer at a speed necessary for successful job performance.  
Operate office equipment including computers and supporting word processing and spreadsheet applications.  
Communicate clearly and concisely, both orally and in writing.  
Understand and carry out oral and written instructions.  
Establish and maintain effective relationships with those contacted in the course of work.

**Education and Experience Guidelines:**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education:**

Equivalent to the completion of the twelfth grade.

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**Experience:**

Two years of increasingly responsible administrative support experience.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Environment:** Normal office setting; exposure to computer screens; extensive public contact.

**Mobility:** Incumbents require sufficient mobility to work in an office setting, and operate office equipment.

**Vision:** Vision sufficient to read small print, computer screens and other printed documents.